



REMYA RC

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ABOUT ME

"I'm an organized and reliable Administrator and finance professional with a knack for clear communication and efficient customer service. I excel at managing financial transactions, maintaining accurate records, and ensuring smooth daily operations. My attention to detail and commitment to compliance reflect my dedication to excellence in every task."

SKILLS

- Administration
- Customer Service
- Financial Exchange Operations
- Foreign Currency Management
- Record Keeping
- Financial Documentation
- Client Advising
- Compliance Adherence
- Branch & Office Management
- Attention to Details
- Account Reconciliation
- Reliable and Efficient
- Proficient Communication Skills
- Creative Thinking
- Team Work
- Time Management

Professional with 9 years of experience Predominantly in
ADMINISTRATION - CUSTOMER SERVICE – FINANCE

WORK EXPERIENCE

CUSTOMER SERVICE JUNIOR OFFICER | 2019 – Date

INDEX EXCHANGE, UAE

Financial Management:

- Administer currencies, financial exchange activities, deposits, and handle company and voucher payments.
- Prepare and manage guest accounts, processing payments via cash, credit card, or debit card.
- Execute buying or selling of foreign currencies on the foreign exchange market, either independently or on behalf of clients, aiming for profit.
- Collate and record all financial transactions from daily business operations into respective accounts.
- Maintain and finalize all formal documents representing the financial transactions of the business or project.
- Process ATM cards and handle CDM cash deposits.
- Prepare income and expenditure reports.
- Manage WPS (Wages Protection System) registration and process salaries.
- Handle VAT payments and corporate company registration.
- Conduct online transactions and payments.

Administrative Duties:

- Perform administrative tasks such as filing, typing reports, and maintaining mail correspondence.
- Open and close branches as required, ensuring all tasks and checks are completed.
- Follow compliance procedures and adhere to company policies, including health and safety guidelines.
- Maintain a cash float, balance and reconcile accounts, and prepare the daily "End of Day" sheet at the close of each business day.

Customer Service:

- Provide customers or clients with detailed and accurate information regarding financial products, markets, insurances, loans, or other financial data, ensuring they fully understand their options and make informed decisions.
- Assist customers in resolving any financial issues or concerns by offering personalized solutions and following up to ensure satisfaction.
- Build and maintain positive relationships with clients by offering proactive support, addressing their needs promptly, and ensuring a high level of customer service at all touchpoints.
- Educate customers on the various services and products available, guiding them through processes such as currency exchange, payment methods, and account management.
- Offer support and information to customers both in person and over the phone, ensuring all interactions are handled with professionalism and courtesy.
- Respond to email inquiries promptly, providing clear and helpful responses and ensuring all customer communications are logged and followed up as needed.

ACHIEVEMENTS

Improved Customer Satisfaction:

Achieved a 95% customer satisfaction rate by consistently providing clear and accurate information on financial products, resulting in higher client retention and repeat business

Error-Free Financial Records:

Maintained 100% accuracy in daily entry of sales and purchase invoices, resulting in error-free financial records and improved financial audits.

Efficient Invoice Processing:

Reduced invoice processing time ensuring timely payments and better cash flow management.

Organized Office Operations:

Improved office efficiency by reorganizing the filing system, reducing document retrieval time and ensuring that all financial documents were easily accessible for audits and reviews.

Streamlined Financial Reporting:

Assisted Management Accountants in streamlining the financial reporting process, reducing the time required for month-end reports through enhanced data verification techniques.

LANGUAGES

English: Native

Malayalam: Native speaker

Hindi: Fluent

PERSONAL DETAILS

Nationality: Indian

Date of Birth: 19 /Oct /1989

Address: Dubai – United Arab Emirates

Visa Status: UAE Residence Visa

JUNIOR ASSISTANT | 2014 – 2018

MANAPPURAM FINANCE TRIVANDRUM, KERALA

Customer Acquisition and Relationship Management:

- Actively acquire new customers by engaging with potential clients, understanding their needs, and presenting suitable schemes and products that fulfill their requirements.
- Clearly explain various financial products and services to customers, ensuring they comprehend the benefits and options available.
- Verify customer KYC (Know Your Customer) details to ensure compliance with regulatory standards and maintain accurate customer records.
- Build strong customer relationships through ongoing communication and support, ensuring customer satisfaction and loyalty.

Support for Management Accounting:

- Assist Management Accountants as required, providing timely and accurate support for financial reporting and analysis.
- Contribute to the preparation and verification of financial documents, ensuring accuracy and compliance with company policies.
- Identify and promote cost-reduction measures, working collaboratively with management to improve financial efficiency.

Financial Data Entry and Ledger Management:

- Input sales and purchase invoices into the finance system daily, ensuring all transactions are recorded accurately and promptly.
- Control the authorization and payment of purchase invoices, verifying details to ensure legitimacy and accuracy before processing.
- Maintain the general ledger, entering data for both purchase and sales ledgers, and ensure all financial records are up to date and accurate.
- Update and enter journals for sales revenue and other transactions, ensuring that all entries are properly categorized and recorded.
- Process sales invoices, as well as expense and credit card claims, ensuring they are approved and paid in a timely manner.
- Reconcile sales ledger accounts, identifying discrepancies and taking corrective action to ensure financial accuracy.
- Maintain old debt accounts, working to recover overdue payments and ensure that all outstanding debts are managed effectively.
- Reconcile accounts to ensure all financial transactions are accurately recorded and any discrepancies are resolved promptly.

EDUCATION

- **MBA IN HR and Marketing** 2012-2013 | University of Kerala
- **B.Com** - 2008-2011 | University of Kerala

CERTIFICATIONS

Practical Accounting Center

- Tally Peachtree Quickbooks.